

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

STATEMENT UNDER 37 CFR 3.73(b)Applicant/Patent Owner: Etagz, Inc.Application No./Patent No.: 08/488,079 Filed/Issue Date: 4/4/2001

Entitled: Method, system, and program for customer service and support management

(Name of Assignee) Etagz, Inc. * Corporation
(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

- the assignee of the entire right, title, and interest; or
- an assignee of less than the entire right, title and interest
(The extent (by percentage) of its ownership interest is _____ %)

in the patent application/patent identified above by virtue of either:

A An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 010707 Frame 0086, or for which a copy thereof is attached.

OR

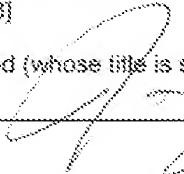
B A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: David Montague To: E-Tagz, LLC
The document was recorded in the United States Patent and Trademark Office at Reel 010707, Frame 0086, or for which a copy thereof is attached.
2. From: E-Tagz, LLC To: Etagz, Inc.
The document was recorded in the United States Patent and Trademark Office at Reel 011088, Frame 0888, or for which a copy thereof is attached.
3. From: Etagz, Inc. To: Accelerate Ventures, LLC
The document was recorded in the United States Patent and Trademark Office at Reel 018351, Frame 0485, or for which a copy thereof is attached.

 Additional documents in the chain of title are listed on a supplemental sheet. As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.



Signature

Janet Conway

Printed or Typed Name

2/28/10

Date

801-673-9876

Telephone Number

General Counsel

Title

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Supplemental sheet for chain of title

Application number 09/488/079

4. From Accelerate Ventures, LLC to Etagz, Inc

The document was recorded in the United States Patent and Trademark Office at Reel 023861, Frame
0787, or for which a copy thereof is attached.